**REFUND POLICY**

Last Updated: 8th May 2025

Thank you for choosing **Citizenship Test App** (the “App”), available for download via the Google Play Store and Apple App Store. Please read this Refund Policy carefully before making any purchases through our mobile application.

**1. General Policy – All Sales Are Final**

All purchases made through the App are **non-refundable**. By completing a purchase, you acknowledge and agree that:

* All content, features, and in-app purchases are delivered immediately upon confirmation of payment.
* As such, you lose your right to cancel under applicable consumer protection laws, including (where applicable) EU Directive 2011/83/EU on consumer rights.
* We do not offer refunds, exchanges, or credits under any circumstance, except as required by law or under the limited exceptions outlined below.

**2. In-App Purchases**

If you choose to upgrade or unlock additional features via in-app purchases on:

* **Google Play Store**: All transactions are governed by Google’s policies. Refund requests must be submitted directly to Google through your Google account. See: <https://support.google.com/googleplay/answer/2479637>
* **Apple App Store**: Apple handles all billing and refund requests. You may submit a refund request via your Apple account. See: <https://support.apple.com/en-us/HT204084>

We do **not** control, manage, or approve refunds made through these platforms.

**3. Subscription Purchases (if applicable)**

If the App offers any recurring subscription-based features:

* Subscriptions auto-renew unless cancelled at least 24 hours before the end of the current billing cycle.
* You can manage or cancel your subscription through the App Store or Google Play Store settings.
* No partial refunds are provided for unused time in an active subscription period.

**4. Accidental Purchases**

If you or someone with access to your device makes an unintended purchase, we are not responsible for issuing a refund. Please manage your purchase settings to prevent unauthorized transactions.

**5. Compatibility Disclaimer**

It is your responsibility to ensure that your device and operating system are compatible with the App prior to purchase. Refunds will not be issued due to:

* Device incompatibility;
* Internet connectivity issues;
* Misunderstanding of features or app content.

**6. Technical Issues**

If you experience a technical problem with the App, we encourage you to contact us first at **support@\_\_\_\_\_\_\_\_\_\_.com** with a detailed description. While we may attempt to resolve the issue, we do not guarantee refunds based on app performance.

**7. Fraudulent Activity**

We reserve the right to refuse a refund in cases of:

* Abuse of the refund policy;
* Suspected fraudulent transactions;
* Excessive refund requests inconsistent with normal consumer behavior.

**8. Changes to This Policy**

We may revise this Refund Policy at our discretion. Changes will be effective immediately upon posting within the App or on our website. Continued use of the App after such changes constitutes acceptance.

**Contact Us**

If you have any questions about this Refund Policy, please contact us at:

**Citizenship Test App Team**  
Email: support@\_\_\_\_\_\_\_\_\_\_.com